

CHFSNet to debut June 1

The new CHFS Intranet, CHFSNet, is due to roll out June 1. Kentucky.gov, which hosts the CHFS Internet site, will also host CHFSNet.



Anyone with Internet access can browse the Cabinet's Web site, but the Intranet site requires secure log-on access and will only be available to CHFS employees.

CHFSNet will become the Cabinet's primary internal communication tool and a rapid response and information resource for CHFS employees. The Intranet also will serve as the Cabinet's one-stop location for policy and procedure manuals, forms, how-to information, meeting information, phone and mail stop directories, human resources information, announcements, administrative messages and other communication and employee support and assistance information. With the ability to post information for quick reference, CHFSNet will also reduce Cabinet reliance on e-mail.

All Cabinet offices, departments and divisions have named Intranet site editors to collect and post information of interest to their employees. Like the Internet site, the Intranet site is built on kentucky.gov's Content Management System (CMS). With CMS, site editors don't need Web editing software like MS FrontPage and need only limited knowledge of HTML code. Page templates are pre-designed, and pre-defined style elements are used throughout the site for consistency and compliance with Cabinet and state Web standards.

CHFS Focus Employee Spotlight: Dr. Mike Auslander State Public Health Veterinarian

Working to protect human health

Of the around 1,600 infectious diseases in the world, about 60 percent of them are zoonotic, or capable of being transmitted to humans by animals. Mike Auslander, D.V.M., the state public health veterinarian, works daily to document exposures to these diseases, track exposure and incident trends and develop and implement prevention and intervention measures to minimize the risks to humans and raise public awareness of these health issues. Even state bioterrorism preparation plans include a veterinary public health component.



Auslander received a bachelor's degree from the University of Kentucky and earned his degree in veterinary medicine from Ohio State University. He said he learned the meaning of the word serendipity when, after 15 years in private veterinary practice, he received an unexpected and unsolicited offer to buy his LaGrange office.

The offer came at a time when Auslander had been in private practice for about 15 years and was beginning to experience occupational burnout. So, he seized that chance opportunity to explore other career options and, after returning to UK to get his master's degree in public health, accepted a position with state government as an injury epidemiologist in 1991.

His career track led to his being named state public health veterinarian in 1994, and he is currently one of about 40 state public health veterinarians in the country.

In addition to mapping and otherwise documenting zoonotic disease exposures and outbreaks, Auslander said his primary duties involve consulting on animal-borne diseases, one of which consumes most of his time: rabies.

"We get from 400 to 600 calls a year concerning rabies and animal bites," Auslander said. "While we've seen dramatic decreases in many diseases that were once serious public health concerns, animal rabies isn't one of the diseases on the decline."

Auslander said intervention, prevention and control measures are the most effective means of limiting human exposure to animal rabies. "Prevention is always wiser than treatment," he said.

May 16-23 is Dog Bite Prevention Week in the United States, and Auslander said it's important for people to use good common sense to avoid both physical injuries and the risk of exposure to rabies from dog bites.

Because more than 60 percent of dog bite victims are children, Auslander said parents can lower the risks for their children through careful pet selection and training and by teaching their children how to behave around their own pets and other dogs.

"Obviously, if you have little children, you don't want really big dogs or really excitable dogs," and it may be best to avoid getting any dog until children are at least 5 years old, Auslander said.

In general, he said, chows, German shepherds, rottweilers, cocker spaniels and pit bulls are the breeds likeliest to bite, and Dalmatians are often too excitable to be safe around small children.

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According to data collected by the CDC from 1979-1998, pit bulls and rottweilers were responsible for more than half the deaths from dog attacks in which the breed was known.

But, “dogs are as individual as humans,” Auslander added, “and you get good ones and you get bad ones” within any breed.

Auslander is more categorical about wolf-dog mixes: “I guarantee you, if it’s a true wolf hybrid, it will bite someone.”

Minimize risks: spay/neuter, train well and don’t chain

Spaying or neutering makes dogs less aggressive, and proper training will teach them their place in the household’s social order. Auslander recommends avoiding aggressive play with a dog—such as tussling over a towel—because it teaches behaviors that in other circumstances could prove dangerous.

Chained dogs are nearly three times more likely to bite than dogs that aren’t chained. Keeping dogs chained makes them more aggressive, he said. They feel protective about their roaming area and fearful because they can’t retreat beyond it if they feel threatened.



Modify people behavior, too: follow basic safety rules

Often a couple already has a dog when their first child is born. When a newborn enters the household, Auslander said, it’s important to give the dog attention, lest it grow jealous of the child. And parents should never leave an infant alone with a pet.

Sometimes families must place child safety above their attachment to a pet. If a dog has persistent aggressive tendencies or is hard to control around children, Auslander said, “I’d sure think twice about keeping the dog.”

As soon as children are old enough, they should be taught these rules for avoiding dog bites:

- ◆ Never approach an unfamiliar dog.
- ◆ Never run from a dog, because that just makes it likelier the animal will pursue and attack.
- ◆ Never make direct eye contact with a strange dog.
- ◆ Never tease or harass a dog, even if it’s chained or penned.
- ◆ Allow an unfamiliar dog to sniff your non-dominant hand before you attempt to pet it.
- ◆ “Be like a tree” if a dog turns aggressive – stand still and keep hands and arms close to the body.

- ◆ “Be like a log” if knocked down by the animal – lie very still and curl into a ball, keeping your arms, head and knees tucked to your chest.
- ◆ All dog bites must be reported to the local health department, either by medical providers (if medical care is sought) or by adult victims or child victims’ parents or guardians. The health department will then determine whether the dog has a current vaccination for rabies, and the animal will be quarantined.

“There’s really no excuse” for failing to have a dog vaccinated for rabies, yet in Kentucky many dogs who bite people turn out to be unvaccinated, Auslander said.

In 2004, Kentucky health officials confirmed 23 cases of animal rabies. At least 200 people a year in the state must undergo rabies preventive treatments—a series of five shots plus immune globulin—because of animal bites or other possible exposures to the rabies virus.

Many dog bites suffered by children are facial, and the most severe of these may require cosmetic surgery.

“Unfortunately, bites cause a lot of psychological scarring in children,” Auslander said.

Once a dog has bitten a child, its owner must decide whether to keep the animal, and often the right choice isn’t clear.

“I think you have to consider the animal and the circumstances,” including whether the dog was provoked, Auslander said. “Conscientious pet ownership is the solution.”

CHFS Focus Program Spotlight: LEP and the Language Access Section

Ensuring access to services to people who speak little or no English

By Pam Fries

A valuable resource is tucked into an angular corner of the Office of Human Resource Management in Frankfort. It’s called the Language Access Section, and its staff specializes in the Limited English Proficiency (LEP) program.

Three staff members provide Spanish translation and interpretation services: Cathy Cox, section supervisor, a U.S. native; Alexandria Ramos, a Vietnam native; and Martin Castro, a Guatemala native.

"We are a small staff, but we hope one day to increase our internal and external resources by developing language classes for other CHFS staff who are interested in becoming interpreters and translators and by qualifying more Community Partners," Cox said. Three levels of backup are also available:

- ◆ Eight CHFS staff around the state have passed the Kentucky Institute for International Studies' Spanish language assessment and have been deemed qualified to provide oral interpretations;
- ◆ Several qualified Community Partners, including Catholic Charities of Louisville, are available to
- ◆ provide services in a variety of languages; and
- ◆ The Language Line, which is also on contract, provides interpretation and translation services in various languages.

Services are most often requested for Spanish, Vietnamese and Bosnian.

The LEP Program, established by Executive Order 13166 on Aug. 11, 2000, requires that all federally funded programs and services provide language assistance to people who speak little or no English. Because the Cabinet receives federal funds, we cannot, based on national origin:

- ◆ deny services, financial aid or other benefits;
- ◆ provide different services, financial aid or other benefits, or provide them differently from those provided to others in the program; or
- ◆ segregate or treat people separately in any way.
- ◆ All Cabinet offices that provide services to clients are required to:
- ◆ post multi-lingual signs in waiting areas to explain the availability of interpreters;
- ◆ use "I Speak" cards to ask people with limited English proficiency to identify their primary language;
- ◆ identify, record and report the primary language of each person to the Language Access Section;
- ◆ provide approved interpreters at no cost to clients;
- ◆ ensure that no unreasonable delay in services occurs during this process;
- ◆ provide translated copies of essential program forms and documents to clients; and
- ◆ ensure that staff is trained on cultural customs, effective communication and the use of interpreters/translators.

"Our role is to make sure that anyone can access services, no matter what their language is," Cox said.

Hundreds attend elder abuse prevention rally

Right: At Monday's Elder Abuse Awareness Rally, artwork was displayed by participants of Latitude, a Lexington therapeutic agency for people with disabilities.

By Anya Armes Weber

About 200 people attended an elder abuse awareness rally at the Capitol on Monday, May 16, as part of Elder Abuse Awareness Month. The Cabinet co-sponsored the event with the Kentucky AARP chapter and the Office of the Attorney General.

Local Coordinating Councils on Elder Abuse (LCCEAs) were honored for their work responding to abuse at the community and regional levels, and the Cabinet's adult nurse consultants were recognized for their dedication to the LCCEAs and regional staff.

Eugene Foster, Ed.D., undersecretary for Children and Family Services, emceed the event.

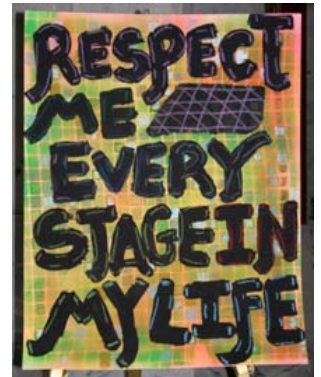
Other speakers included Rep. Jimmie Lee, D-Elizabethtown; Sen. Katie Stine, R-Fort Thomas; Attorney General Greg Stumbo; and Nikki Henderson, AARP's senior fraud issue specialist.

Lee and Stine co-sponsored HB 298, which strengthens KRS 209, the law addressing adult abuse protection. In March, Governor Ernie Fletcher signed the elder maltreatment legislation into law.

Foster said the aging "baby boomer" population will greatly impact the state's adult protection laws in the next 20 years.

"Although House Bill 298 is a big step in the right direction, we need to continue to seek ways to protect this growing population who will receive services in their homes, while respecting the privacy rights of the individuals and their families," he said.

Foster said the state's 30 LCCEAs, which monitor and evaluate the quality and effectiveness of elder services and



protection in their communities, play an important role in implementation of the elder protection law.

He said to increase the groups' effectiveness, "We will share data with them, and their representatives will be part of the Cabinet's new Elder Abuse Committee, which began its work last week."

Artwork depicting elder abuse themes, created by participants of Latitude, a Lexington therapeutic agency dedicated to helping people with disabilities gain autonomy over their lives, was also featured at the rally.

Employee recognition group thanks staff for successful fair

By Dawn Williams



This administration is committed to showing its gratitude to its employees for their outstanding work and dedication to the people of Kentucky, as evidenced by the formation of the Employee Recognition Committee.

The Employee Recognition Committee is extremely pleased to announce the winners of door prizes given away at the conclusion of last week's health and wellness fair:

18 Holes of Golf, compliments of Duckers Lake Golf Course:

- ◆ Vance Jouett, Department for Medicaid Services
- ◆ Debbie Ball, Department for Human Support Services
- ◆ Ellen Miracle, Department for Public Health
- ◆ Six Pilates classes, compliments of trainer Cathy Montgomery, and an exercise ball, compliments of Michael Cornwall:
- ◆ Lou Williamson, Office of Fiscal Services

One night's lodging for up to four people at any state resort park, compliments of the Kentucky Department of Parks:

- ◆ Vivian Johnson

The committee also sincerely appreciates the people who made the booth a success:

- ◆ The Duckers Lake Golf Course, Cathy Montgomery, the Kentucky Department of Parks and Michael Cornwall for donating the door prizes;
- ◆ Deputy Secretary Delanor Manson for drawing and announcing the door prizes and Sandra Brock for facilitating the Employee Recognition Committee's participation in the wellness fair;
- ◆ The Division of Women's Physical and Mental Health and the Worksite Wellness and Health Promotion

Committee for their generosity in allowing the Employee Recognition Committee to participate in the fair, and;

- ◆ The committee members who acquired the door prizes and helped staff the booth: Julie Brooks, Department for Disability Determination Services; Gloria Clark, Department for Public Health; Michael Cornwall, Department for Medicaid Services; Shannon DeLong, Department for Human Support Services; Jean Kendell, Office of Human Resource Management; and Dawn Williams, Office of Human Resource Management

As the committee works to enhance existing recognition programs and develop Cabinetwide activities, it welcomes any positive suggestions. Feel free to contact any of the committee's members:

- ◆ Julie Brooks, Department for Disability Determination Services;
- ◆ Dorothy Brown, Office of Human Resource Management;
- ◆ Eileen Cackowski, Department for Human Support Services – Kentucky Commission on Community Volunteerism and Services;
- ◆ Gloria Clark, Department for Public Health;
- ◆ Michael Cornwall, Department for Medicaid Services;
- ◆ Dean Crawford, Office of Technology;
- ◆ Marcia James, Department for Community Based Services;
- ◆ Jean Kendell, Office of Human Resource Management;
- ◆ Maggie Liford, Office of Contract Oversight;
- ◆ Brenda Sandy, Department for Public Health;
- ◆ Bobbie Walters, Department for Community Based Services;
- ◆ Anya Armes Weber, Division of Communications;
- ◆ Dawn Williams, Office of Human Resource Management

We greatly appreciate everyone's support of employee recognition!

2005 Women's Economic Summit, June 17-18

On June 17-18, the Kentucky Commission on Women will hold the 2005 Women's Economic Summit: The Next Step in Our Journey, at the Frankfort Convention Center.

Individuals, organizations, businesses and local governments are coming together as



part of a continuing effort to evaluate, identify and document regional progress, successes and areas of concern.

Registration materials, program events and scholarship information are available online at

<http://women.ky.gov/summit2005.htm>.

Below: Mike Vaughn, left, chef at CHFS Café, and Bob Perry, Department of Parks' director of food services, load cases of biscuits donated to the Dare to Care Food Bank.



Benefits of Governor's Derby Breakfast Still Being Felt

By Jim Carroll, Kentucky Department of Parks

The Governor's Derby Breakfast ended more than two weeks ago, but the goodwill and positive impact of the annual event are still being felt.

On May 17 at the Cabinet for Health and Family Services building, a large, white truck backed up to the loading dock to cart away cases of orange juice and frozen biscuits left over from the Derby Breakfast. Before long, hungry children will be enjoying the food, as part of the Kids Café program sponsored by Dare to Care, the non-profit organization that fights hunger in Louisville and Southern Indiana.

Dare to Care received 1,200 biscuits and 1,344 servings of orange juice to use as they see fit in their facility.

"When you plan for an event as big as the Derby Breakfast, you typically have some left-over food," said Bob Perry, director of the Department of Parks' food services division, which caters the breakfast. "You don't want to risk running out. But whenever possible, we use the left-over food elsewhere."

Derby Breakfast planners arranged for the unused juice and biscuits to be donated to Dare to Care.

We are pleased to extend the warmth and hospitality of the Derby breakfast to children in the Louisville area who are in need, and we are thankful that organizations like Dare to Care exist to fight hunger in our community," said Perry.

CHFS Focus Health Tip of the Week: Know Your Bones and Keep Them Healthy

According to the National Osteoporosis Foundation, 44 million Americans age 50 and older live with osteoporosis or low bone density. That number is expected to rise to more than 61 million by 2020, unless action is taken now.



The first-ever Surgeon General's Report on bone health and osteoporosis, released in October 2004, states, "Bone health is critically important to the overall health and quality of life of Americans." However, the report also says the bone health of Americans is in jeopardy because too little of what is currently known about bone health has been applied in practice.

Osteoporosis literally means "porous bones." It is a disease in which bones become more fragile and likely to break, even from a slight strain or fall. Osteoporosis is often called the "silent disease" because there are no symptoms until a bone breaks. Fractures related to osteoporosis cost the nation approximately \$18 billion a year.

However, osteoporosis is a preventable disease for most people, if they take the necessary steps throughout their lives. Contrary to popular belief, osteoporosis is not a disease of old people, and if preventive steps are not taken, bone loss occurs earlier in life, long before symptoms of the disease.

A comprehensive program that can help prevent osteoporosis includes:

- ◆ a balanced diet rich in calcium and vitamin D,
- ◆ weight-bearing exercise,
- ◆ a healthy lifestyle with no smoking and limited alcohol intake; and
- ◆ bone density testing and medication when appropriate.

Prevention is important at all ages, however, at the time of menopause, these steps may not be enough without estrogen therapy or other osteoporosis-related medications to protect from bone loss. With menopause, women begin to lose bone mass at an accelerated rate as their estrogen

levels fall. They can lose up to 20 percent of their bone mass in the five to seven years following menopause, placing them at increased risk for osteoporosis.

It's never too late — or too early — to do something about osteoporosis. Everyone can take steps to keep bones strong and healthy throughout life. For more information about osteoporosis, visit the National Osteoporosis Foundation at <http://www.nof.org>.

Network Helpdesk Calls Increasing

New procedures in place to lessen the wait

Increasing calls and fewer staff at the Network Helpdesk have led to longer waits for service. To lessen the inconvenience of being on hold for extended periods, the following changes are now in effect.



If you call 573-5831 or 800-443-2705:

- ◆ You can now press Option 2 to have a password reset (except for TWIST, KCCMS/KICCS or KPC). This will send your call directly to the Security Helpdesk, where staff can reset your password for Network, RACF and the mainframe.
- ◆ Or if you are a TWIST, KCCMS/KICCS or KPC user, press:
 - ◆ Option 3 for the TWIST helpdesk,
 - ◆ Option 6 for the KCCMS/KICCS helpdesk, or
 - ◆ Option 8 for the KPC helpdesk.

When you call the Network Helpdesk, you will hear the following message:

“Due to a high volume of calls, you may experience a 10-15 minute wait. If your problem is not critical, please send an e-mail to global address CHFS OIT Helpdesk or continue to hold. Your call will be answered in the order it is received. Thank you for waiting.”

We apologize for the wait and are doing everything we can to reduce your time on hold.

Remember: If your problem is not an emergency, please send an e-mail to the CHFS OIT Helpdesk outlining your problem. Be sure to include your location and telephone number. As time permits during the day, the e-mails will be opened and a Remedy Ticket will be created or an available helpdesk technician will contact you.

Blood drive to be held May 31 and June 1

The Central Kentucky Blood Center (CKBC) will hold a blood drive May 31 and June 1 at the CHR Building.

Employees who would like to pre-register can do so in the lobby on May 23 from 8 a.m.–1 p.m. Each donor will receive a free gift from CKBC.



The CKBC is a nonprofit community blood center serving the blood needs of 67 hospitals and clinics in 61 Kentucky counties.

Employees should review the CHFS Blood Donation Leave procedure at http://cfcnet.ky.gov/Agencies/ohrm/Personnel_Manual/Blood_Donation_Leave.html.

Employee Enrichment

By Anya Armes Weber



Making decisions is difficult for some people. Dr. Barry Schwartz, author of “The Paradox of Choice: Why More Is Less,” says when people invest a lot of time in making a decision and it doesn’t turn out just right, they feel like failures.

Here are three tips for making decisions and feeling good about them:

- ◆ Stay focused. Keep your eye on the goal. Ask yourself, “What is this choice for?” Don’t be distracted by issues that don’t contribute to the outcome you are seeking.
- ◆ Don’t dawdle. On small matters, make a snappy decision. If a decision won’t significantly alter your life or job, don’t put a lot of energy into it.
- ◆ Don’t force it. If it’s a big decision that doesn’t come easily, maybe now isn’t the time to make it. Give yourself a breather and revisit the choices with a fresh perspective.